

EMERGENCY Response List

 **ROGERS** Centre
Ottawa
rogers-centre.ca

EMERGENCY RESPONSE TEAM (ERT)

- Our ERT consists of two members from our Security team
- Our team is on site 24hrs a day, 7 days a week and respond to any and all emergencies.
- All our Guards are fully trained in level C first-aid/CPR as well as AED defibrillators.

BUILDING OPEN/CLOSE TIMES

- The building is typically open one hour before the first event of the day which could involve a group that is not associated with yours. This allows for preparation and easy access for your team and guests.
- The building is typically closed one hour after the last event of the day has concluded.
- To call the Security team after hours outside the building, you can reach them at
613-688-8200

AREAS OF REFUGE



- Our area of refuge is an area used in the event of an emergency.
- These areas are located on all floors and can be found in the pre function areas in the centre of the large wooden walls.
- Within these areas you will find first aid kits, defibrillators, and an intercom linked directly to the Security team. There is also an elevator that goes to each floor of the building.
- The elevator is used by either the Fire Department or the ERT to escort individuals with accessibility needs in the event of an emergency.



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LOST AND FOUND

- Our lost and found is located in the Security Department
- If you or any of your guests have lost an item you can contact Security directly using any house phone. You can also call **613-688-8200** if you are calling from outside the building.
- The Security team writes a report and secures any items that are turned in to lost and found.

FIRE ALARMS

- Our system is a two-stage system .
- 1st stage is a slow beep and Security makes an announcement over the PA system preparing the building for evacuation if necessary and to notify that the fire department is on their way.
- 2nd stage is a faster unmistakable beep and it indicates a full evacuation which will also be announced by Security over the PA system.
- If the building is in a 2nd stage alarm and evacuation is needed, the muster area is located across the street along the canal

THERE WILL BE NO FIRE ALARM TESTS CONDUCTED DURING YOUR EVENT.

ACCESS CARDS

- Your cards will grant you access into all your specified rooms.
- As mentioned above, your cards will also grant you access during closed times.
- At the end of your function you can either return your cards to one of three designated drop boxes located on the 1st, 2nd, and 3rd floors.



911 CALLS

- We strongly encourage your team or your guests to contact 911 emergency services if you need to.
- If your team or guests do contact 911, we ask that you also contact Security so we can act as first responders to assist in the emergency so we can direct emergency services upon their arrival as we have extensive knowledge of the building and can shorten the response times.
- Security can be reached from any house phone located throughout the building by pressing the "Security" button.

